



JOB DESCRIPTION

ESS Executive - Account Manager

Employment Type: Full-time | Hybrid | Remote

Level: Professional | Senior Professional

Location: Global | USA | Vietnam | Remote & On-site

About ESS Executive

ESS Executive is a premier Executive Search, Leadership Advisory, Executive Development, and Organizational Transformation platform dedicated to helping organizations identify, develop, and retain exceptional leadership talent.

We partner with business owners, boards, executives, and organizations to solve leadership challenges, build high-performance teams, and accelerate sustainable growth.

As an Executive Account Manager, you will serve as a trusted relationship partner between ESS Executive and our clients, candidates, experts, and strategic partners.

Role Objective

The Executive Account Manager is responsible for building long-term relationships with clients, executive candidates, experts, and business partners while ensuring exceptional service delivery across Executive Search, Advisory, Coaching, Consulting, and Leadership Development engagements.

This role combines client success, relationship management, business development, and project coordination to create meaningful business outcomes and outstanding customer experiences.

Key Responsibilities

Client Relationship Management

- Build and maintain long-term relationships with clients, executives, and business partners.
- Understand client needs, business challenges, and talent requirements.
- Act as the primary point of contact throughout the client journey.
- Ensure a world-class customer experience across all engagements.

Executive Search & Talent Engagement



- Support executive search projects by coordinating communication between clients and candidates.
- Maintain strong relationships with senior executives, experts, and leadership talent.
- Monitor candidate experience throughout the recruitment and onboarding process.
- Support talent mapping and executive network development initiatives.

Business Development Support

- Identify opportunities for additional services including Executive Search, Coaching, Advisory, Consulting, and Leadership Development.
- Support account growth and client retention activities.
- Participate in networking events, executive forums, and business meetings.
- Strengthen strategic partnerships and referral channels.

Project Coordination & Service Delivery

- Coordinate project activities between clients, consultants, coaches, trainers, and internal teams.
- Monitor project timelines, deliverables, and client satisfaction.
- Ensure smooth execution of consulting, coaching, and leadership development programs.
- Support project documentation and follow-up activities.

Community & Network Building

- Contribute to the growth of the ESS Executive ecosystem.
- Support executive communities, leadership forums, and networking initiatives.
- Facilitate engagement among clients, candidates, experts, and strategic partners.
- Help build a trusted leadership network across industries.

Reporting & Performance Management

- Maintain accurate account records and client information.
- Prepare regular activity and performance reports.
- Track pipeline development, customer engagement, and project status.
- Provide insights and recommendations to improve client success outcomes.

Required Qualifications

Professional Experience

- 2–5 years of experience in Account Management, Client Success, Executive Search, Business Development, Recruitment, Consulting, or related fields.



- Experience working with B2B clients is highly preferred.
- Experience in professional services, executive recruitment, education, consulting, or training industries is an advantage.

Educational Background

- Bachelor's degree in Business Administration, Human Resources, Marketing, Communications, Psychology, or related disciplines.
- Advanced education or professional certifications are considered a plus.

Professional Competencies

- Excellent relationship-building and communication skills.
- Strong listening and consultative selling capabilities.
- Customer-centric mindset with strong service orientation.
- Organizational and project coordination skills.
- Ability to manage multiple priorities simultaneously.
- Professional presentation and stakeholder management capabilities.

Preferred Attributes

- Passion for leadership development and organizational growth.
- Interest in executive search and talent advisory services.
- Strong networking and business relationship skills.
- Entrepreneurial mindset and proactive attitude.
- Ability to work independently in a remote and global environment.

Success Indicators

- Client retention and satisfaction.
- Growth of strategic accounts.
- Successful project coordination and delivery.
- Expansion of executive and expert networks.
- Revenue contribution through account development and referrals.
- Positive stakeholder feedback.

Why Join ESS Executive?

- Work directly with CEOs, business owners, and senior executives.



- Gain exposure to executive search, leadership advisory, and organizational transformation projects.
- Build a strong professional network across industries and global markets.
- Access continuous learning and development opportunities.
- Be part of a mission-driven organization focused on leadership excellence.